

Form 26: Procedure for Filing Complaints About Privacy Practices

**Hyannis Fire Department
Procedure for Filing Complaints About Privacy Practices**

You May Make a Complaint Directly to Hyannis Fire Department

You have the right to make a complaint directly to the HIPAA Compliance Officer of Hyannis Fire Department concerning our compliance with any of our established HIPAA policies and procedures, uses or disclosures of your PHI, or about our compliance with HIPAA.

All complaints should be directed to our HIPAA Compliance Officer at the following address, phone number, or email:

Hyannis Fire Department
Attn: Michael Medeiros
95 High School Rd. Ext.
Hyannis, Ma. 02601

508-775-1300
mmedeiros@hyannisfire.org

You May Also Make a Complaint to the Government

The Office for Civil Rights (“OCR”) enforces HIPAA. If you believe that we are not complying with the applicable requirements of HIPAA, you may file a complaint with OCR. Complaints to OCR must:

- ❖ Be filed in writing, either on paper or electronically, by mail, fax, or e-mail;
- ❖ Name the covered entity involved and describe the acts or omissions you believe violated the requirements of HIPAA; and
- ❖ Be filed within 180 days of when you knew that the act or omission complained of occurred, unless OCR extends the 180-day period for "good cause."

For more information, go to OCR’s website at: <http://www.hhs.gov/ocr/>.